



THE DISTRICT OF COLUMBIA

Withholding/Payroll Service Provider
Letter of Intent

Tax Year 2021

This form must be completed and submitted to efile@dc.gov by 11/1/2021

2021 Tax Software Provider District of Columbia Letter of Intent for Withholding/Payroll

This Letter of Intent (LOI) is intended for companies who develop withholding/payroll software for electronic filing. By submitting this LOI to the District of Columbia, Office of Tax and Revenue (OTR), you agree to meet our standards for software provider registration, tax preparation software, and substitute forms.

Failure to meet the standards or requirements set forth in this LOI may result in the denial of your application or the removal of your organization as an approved software provider, and the rejection of all paper returns submitted using your products.

You must complete a separate LOI form for each unique product your company offers. If you submit an incomplete form, your request to participate in paper submissions may be denied.

Name of Company	Product Name	
DBA Name	NACTP Vendor ID	
Address	Product Address/URL	Company FEIN
City	State	Zip Code
If you have more than one product name, list your other product names here:		

Authorized access to the State Exchange System

Please provide information for the employees you are authorizing to access the State Exchange System.

Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms	Tax types Withholding
Company name	First and last name	Email address
Phone number	Authorized access <input type="checkbox"/> Forms	Tax types Withholding

Please attach additional sheet with authorized users if necessary. The list you provide must include the information requested in the table above.

Contacts registration, if different from above

Primary Contact	Phone	Email Address
Secondary Contact	Phone	Email Address

Forms supported (check all that apply)

Withholding	Forms
FR-900A	<input type="checkbox"/>
FR-900Q	<input type="checkbox"/>
FR-900NP	<input type="checkbox"/>
FR-900P	<input type="checkbox"/>

Agency requirements

This section identifies agency requirements expectations for communicating information to users of the software product.

Issue notification and resolution requirements

This section represents OTR issue notification and issue resolution standards.

1. Notify OTR immediately, in writing, when errors in your software affect DC taxpayers.
2. Immediately correct those errors, and alert OTR what you have done. Alert OTR and your DC customers of what actions you have taken as soon as you have solved the problems.
3. Provide timely software updates and technical support to OTR and your DC customers.
4. Send OTR copies of all general communications sent to your DC software customers.
5. Hold meetings with OTR as necessary to address issues, answer questions, and maintain open communication.
6. Change your software to reflect any changes that affect the accuracy of DC tax returns or the ability of DC taxpayers to submit them.

Production return submission requirements

All returns generated from this software must be printed from the initially approved software or a subsequent product update.

Product update requirements

Users/customers of desktop products who attempt to file 10 or more business days after a production release, must be required to download and apply the product update.

Testing and submission requirements

All tests submitted during the approval process must be created in, and originate from, the actual software.

System security requirements

You are responsible for implementing appropriate security measures to protect taxpayers and their information in your system. This includes but is not limited to when it is on-line, off-line, at rest, and in transit. OTR does not prescribe the security requirements for your system. Cyber security resources such as the National Institute of Standards and Technology or the Department of Defense Security Technical Implementation Guide are examples of national resources available to assist you with this process.

Validation of specific data element requirements

This section represents OTR requirements for validation of specific data elements.

- Federal Employer Identification Number
- Account Number
- Name
- Business mailing address

- Tax period ending

Customer Communications

This section identifies information OTR is requiring the software providers to communicate with customers.

Disclosure and use of information language expectations

The following consent language must be added to electronic filing software to notify the user.

For Do-It-Yourself software:

By using a computer system and software to prepare and transmit return(s) electronically, I consent to the disclosure of all information pertaining to my use of the system and software to OTR, as applicable by law, and to the transmission of my tax return(s).

For Tax Professional software:

By using a computer system and software to prepare and transmit my client’s return electronically, I consent to the disclosure of all information pertaining to my use of the system and software to create my client’s return and to the electronic transmission of my client’s tax return to OTR as applicable by law.

Agency questions

1. Check all that apply.

Type of Software Product Supported	
DIY/Consumer (Web-Based)	<input type="checkbox"/>
DIY/Consumer (Desktop)	<input type="checkbox"/>
Professional/Paid Preparer (Web-Based)	<input type="checkbox"/>
Professional/Paid Preparer (Desktop)	<input type="checkbox"/>

2. Check all that your product supports.

- W2/W2C Filing
 1099 Filing
 Withholding Bulk Filing
 1094/1095 Filing

Acknowledgments and signature

I agree to provide true, accurate, current, and complete information. By signing this agreement, my company agrees to all of the requirements listed in this document. OTR reserves the right to deny, suspend or terminate my company's ability to submit returns.

AUTHORIZED REPRESENTATIVE PRINTED NAME	AUTHORIZED REPRESENTATIVE EMAIL ADDRESS	
AUTHORIZED REPRESENTATIVE SIGNATURE	AUTHORIZED REPRESENTATIVE PHONE NUMBER	DATE

Complete this signature line if this is an amended Letter of Intent

AUTHORIZED REPRESENTATIVE SIGNATURE	AUTHORIZED REPRESENTATIVE PHONE NUMBER	AMENDED DATE
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